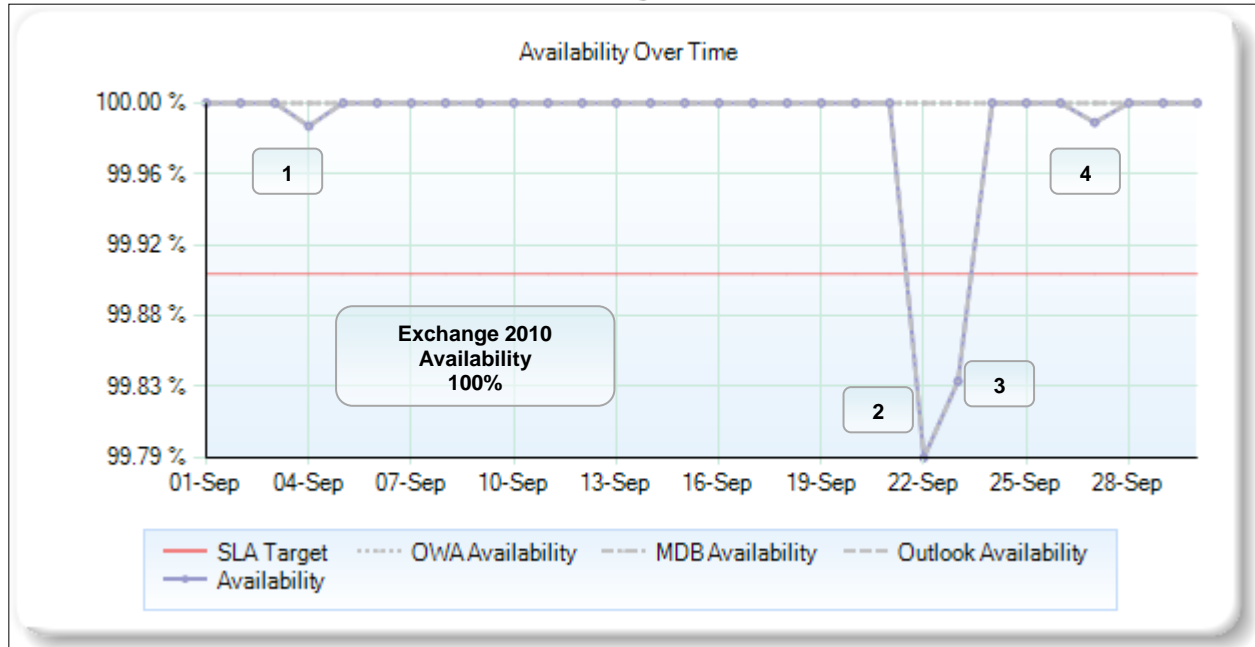




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Service Level Agreement Dashboard September 2013 Availability Exchange 2010



1. 9/4
2. 9/22
3. 9/24
4. 9/27

Message Filtering

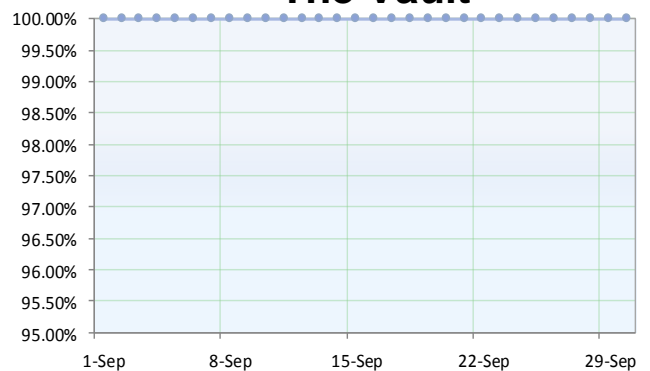
| Category | Items |
|--------------------------------|------------|
| Volume of email traffic | 49,590,648 |
| Blocked messages from internet | 42,671,018 |
| Viruses detected | 8,210 |

IronPort Availability
100%

Secure Email Service

Secure Email Availability
99.9%

The Vault



WaServ Availability
100%



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Agency Information

| Customer Agency | # of Mailboxes | Mailbox Size (MB) | # Vault Mailboxes | Vault Storage Size (GB) | Messaging Incidents (INFRA) | Vault Incidents (INFRA) |
|---|----------------|-------------------|-------------------|-------------------------|-----------------------------|-------------------------|
| Public Employment Relations Commission | 43 | 15167 | | | | |
| Board for Volunteer Firefighters and Reserve Officers | 8 | 398 | 5 | 2 | | |
| Caseload Forecast Council | 13 | 708 | 11 | 17 | | |
| Commission on African American Affairs | 4 | 826 | 3 | 3 | | |
| Commission on Asian Pacific American Affairs | 4 | 468 | 7 | 6 | | |
| Commission on Hispanic Affairs | 7 | 1258 | 4 | 9 | 1 | |
| Commission on Salaries | 1 | 54 | 2 | | | |
| Consolidated Technology Services | 404 | 85840 | 1096 | | 5 | |
| Department of Agriculture | 950 | 69593 | 1175 | 960 | 3 | |
| Department of Archaeology and Historic Preservation | 39 | 6514 | 48 | 182 | | |
| Department of Corrections | 9668 | 874295 | 11156 | 4900 | 9 | 2 |
| Department of Early Learning | 335 | 69179 | 465 | 633 | 1 | |
| Department of Ecology | 2019 | 599505 | 3 | | 2 | |
| Department of Enterprise Services | 1718 | 218980 | 1270 | 1613 | 3 | 1 |
| Department of Financial Institutions | 345 | 39910 | 528 | 1200 | 3 | |
| Department of Fish and Wildlife | 2006 | 268289 | 2768 | 5350 | 2 | |
| Department of Health | 8 | 1 | 1 | | 1 | |
| Department of Labor & Industries | 3515 | 306474 | 4756 | 2950 | 1 | |
| Department of Licensing | 3017 | 199889 | 2381 | 430 | 3 | |
| Department of Natural Resources | 1888 | 471466 | | | 2 | |
| Department of Revenue | 1418 | 158262 | 1388 | 707 | | 1 |
| Department of Retirement Systems | 360 | 39324 | 340 | 118 | | |
| Department of Services for the Blind | 177 | 19408 | 104 | 128 | 1 | |
| Department of Social and Health Services | 20609 | 4902645 | 767 | 558 | 24 | |
| Department of Veterans Affairs | 582 | 43854 | 892 | 172 | | |
| Economic and Revenue Forecast Council | | | | | | |
| Employment Security Department | 2573 | 250381 | 4511 | 3025 | 1 | 1 |
| Environmental and Land Use Hearings Office | 26 | 2641 | 18 | 3 | | |
| Fire Commissioner's Association | 7 | 2751 | 6 | 3 | | |
| Governor's Office of Indian Affairs | 3 | 748 | 2 | 4 | | |
| Health Care Authority | 1482 | 240315 | 1563 | 691 | 3 | |



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| Customer Agency | # of Mailboxes | Mailbox Size (MB) | # Vault Mailboxes | Vault Storage Size (GB) | Messaging Incidents (INFRA) | Vault Incidents (INFRA) |
|--|----------------|-------------------|-------------------|-------------------------|-----------------------------|-------------------------|
| Human Rights Commission | 45 | 3922 | 55 | 38 | 1 | |
| Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board | 11 | 1272 | 15 | 6 | | |
| Liquor Control Board | 6 | 4 | 2 | | | |
| Military Department | 546 | 59079 | 540 | 329 | 1 | 3 |
| Office of Administrative Hearings | 286 | 26830 | 296 | 43 | 1 | |
| Office of Civil Legal Aid | 5 | 481 | 1 | 2 | | |
| Office of Financial Management | 811 | 104780 | 867 | 1031 | | 1 |
| Office of the Insurance Commissioner | | | 418 | 409 | 1 | |
| Office of the Attorney General | 398 | 77175 | 346 | 269 | 4 | 1 |
| Office of the State Treasurer | 100 | 10219 | 68 | 50 | | 1 |
| Others | 76 | 11491 | 11 | 14 | 21 | |
| Recreation and Conservation Funding Board | 101 | 15098 | 79 | 215 | | 1 |
| State Board of Accountancy | 19 | 4157 | 2 | | 1 | |
| State Investment Board | 117 | 25495 | 110 | 264 | | |
| Department of Commerce | 515 | 51612 | 420 | | | |
| Traffic Safety Commission | 36 | 5626 | 24 | | | |
| Transportation Improvement Board | 13 | 1583 | 12 | 6 | | |
| Utilities and Transportation Commission | 308 | 103559 | | | 2 | |
| Washington State School Directors | 48 | 5794 | 44 | 35 | | |
| Washington State Gambling Commission | 221 | 32574 | | | | |
| Washington State Lottery | 197 | 9090 | 226 | 25 | | |
| Total | 57088 | 9438984 | 38806 | 26400 | 97 | 12 |

| Customer Responsiveness | Stats | Normalized Stats* |
|--|-------|-------------------|
| Average time for initial response | 206 | 87 |
| Number of tickets closed within 24 hours | 51 | |
| | | |
| | | |
| Percentage of tickets closed within 24 hours | 47% | |
| Continuous Improvement | 11 | |
| Number of successfully completed requests for change | 7 | |

*INFRA ticket anomalies removed to reflect more accurate average